

My Account Is Compromised – What Do I Do?

Towards an Intercultural Analysis of Account Remediation for Websites

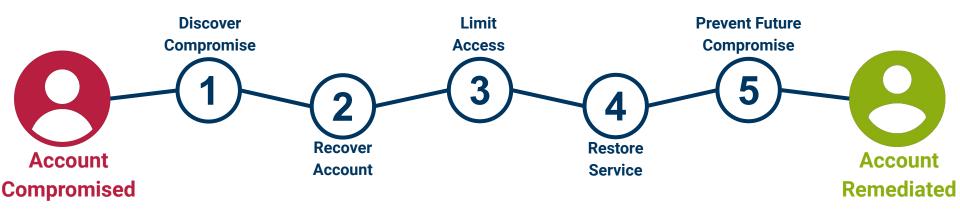
Kathryn Walsh, Faiza Tazi, Philipp Markert, and Sanchari Das

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Account Remediation (Neil et al., WAY '20)

Analyzed official advice of 13 US based web services

 $\square = \square$ Identified 5 account remediation steps

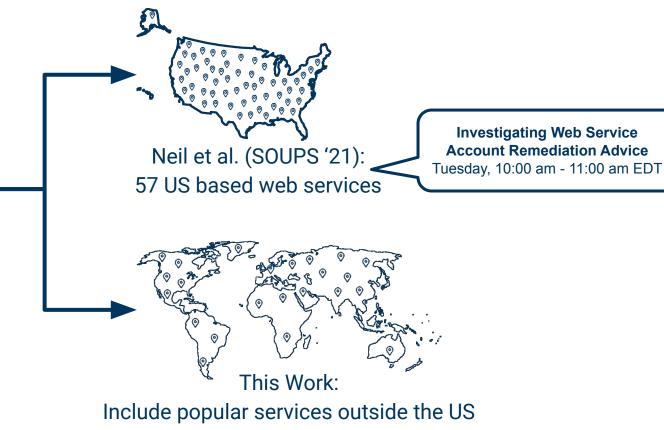


Advice provided by web services is incomplete



Towards an Intercultural Analysis



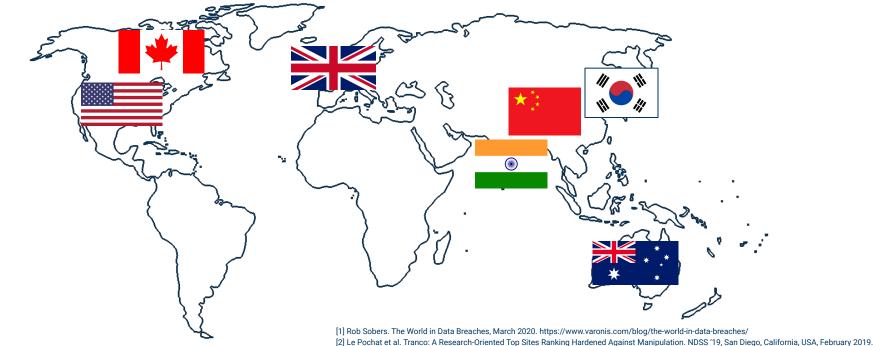




Towards an Intercultural Analysis

Top 7 countries with the highest amount of data breaches [1]

28 most popular services across countries according to Tranco [2]





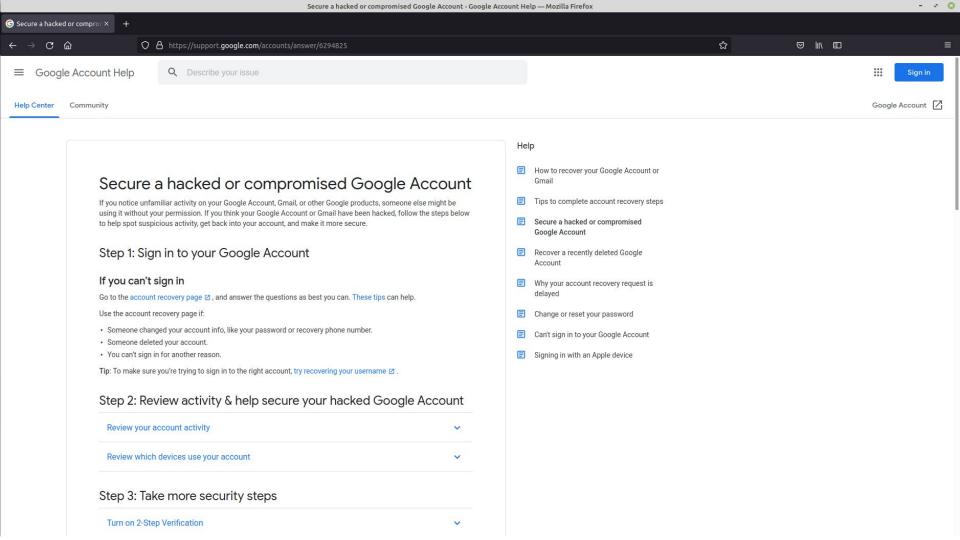
Findings



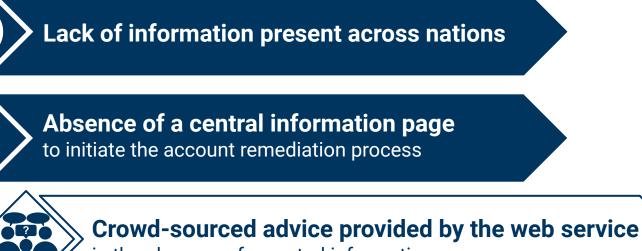


Absence of a central information page to initiate the account remediation process





Findings

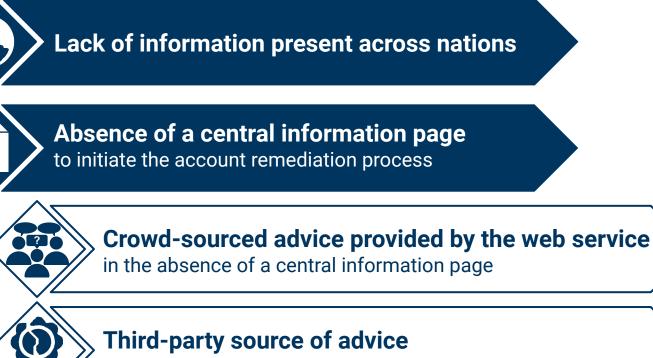


in the absence of a central information page



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| | Account hacked | | | | |
| | by Karl Allen in Stock Contributors | | | | |
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| | Jan 15, 2019 11:42 PM | | | | |
| | ✓ hello my account is being hacked | | | | |
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Findings



in the absence of a central information page



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People also ask

| Who do I call if my Amazon account has been hacked? | ~ |
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How To Recover a Hacked Amazon Account - Hacked.com 18 Jan 2021 — 3. Amazon Account Recovery ... If the hacker has locked your account or changed your password, you'll need to go through Amazon account recovery ...

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The best place to hide a dead body is page 2 of Google search results. *or page 1 of Microsoft Bing

Future Work

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Extend Analysis

Many duplicates in the top 28 across countries



Analyze multilingual advice Some services offer advice in Mandarin Chinese, Russian, etc.

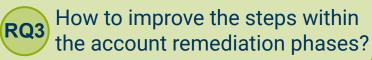
New Research Questions



How do users cope with missing information?



How to guide users through the account remediation process?





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Takeaways

Lack of information present across nations

? Absence of a central information page

